



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Mediacom Telephony of Illinois, LLC**  
**for quarter ending September 30, 2009**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.19	8.03	6.30	7.51
B. Operator Answer Time - Information [730.510(a)(1)]	10.75 *	4.65	3.76	6.39
C. Repair Office Answer Time [730.510(b)(1)]	28.20	26.30	20.50	25.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.20	26.30	20.50	25.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	5.00	5.00	4.00	4.67
H. Percent Repeat Trouble Reports [730.545(c)]	14.00%	14.00%	12.00%	14.00%
I. Percent of Installation Trouble Reports [730.545(f)]	9.00%	6.00%	6.00%	7.00%
J. Missed Repair Appointments [730.545(h)]	89	133	97	106
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Filing was delayed while awaiting a new password from the ICC. Reports previously filed under MCC Telephony of Illinois, LLC.



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